

## REMARKS

The Applicant has cancelled claims 8 and 9.

Claims one and six have been amended to overcome the Examiner's objections. A clear distinction has been made in the amended claims between the word list in Pershan *et al.* ("Pershan") and the use of first and second grammars in the present invention. Pershan uses only a single grammar to determine a match for an utterance. The present invention, to begin with, compares the utterance to a first grammar, and the matches from that first comparison are then used to create a second grammar to compare to the same utterance. This clear distinction differentiates the present invention from Pershan.

Claim 7 has also been amended, and the Applicant respectfully submits that the present invention is quite different from the Pershan with Lenning *et al.* ("Lenning"). Lenning provides a solution when a single response from the user cannot be interpreted by the automated speech recognition system, in which case the call is handed off to an operator. Amended claim 7 includes the limitation that during the question sequence, the user will not be passed to an operator. This provides a seamless experience to a frequent user, who is not passed suddenly to an operator during the sequence of questions.

All of the claims remaining in the application are now believed to be allowable. Favorable consideration is earnestly solicited.

Commissioner is hereby authorized to charge the required fees of \$525 for extension of time, to Deposit Account No. 04-0258. If additional fees are believed necessary, the Commissioner is further authorized to charge any deficiency or credit any overpayment to Deposit Account No. 04-0258.

If questions remain regarding this application, the Examiner is invited to contact the undersigned at (206) 757-8068.

Respectfully submitted,  
John Taschereau  
DAVIS WRIGHT TREMAINE LLP

By /Brian L. Johnson/  
Brian L. Johnson  
Registration No. 40,033

Suite 2200  
1201 Third Avenue  
Seattle, WA 98101-3045  
Phone: (206) 757-8068  
Facsimile: (206) 757-7700